



TFW 2157

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Joyce, et al.

Art Unit: 2157

Serial No.: 09/604,199

Examiner: LaShonda T. Jacobs

Filed: June 27, 2000

For: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT  
AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

Attorney

Docket No.: 0600/96771

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May 5, 2006  
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*Barbara Donly*

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X A return postcard

Respectfully submitted,

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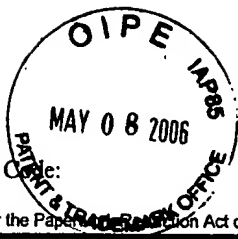
By

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Application Number	09/604,199
Filing Date	June 27, 2000
First Named Inventor	Robert Joyce
Art Unit	2157
Examiner Name	LaShonda T. Jacobs
Attorney Docket Number	0600/96771

I hereby revoke all previous powers of attorney given in the above-identified application:

☐ A Power of Attorney is submitted herewith.

OR

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24628

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I am the:

☐ Applicant/Inventor.

☒ Assigned of record of the entire interest. See 37 CFR 3.71  
Statement under 37CFR 3.73(b) is enclosed. (Form PTO/SB/96)

SIGNATURE of Applicant or Assignee of Record

Signature

Name

Gary Barnett

Date

March 13, 2006

Telephone

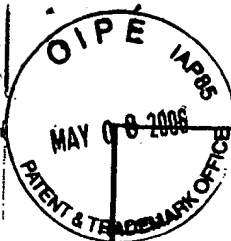
615. 221. 6815

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below\*.

☐ \*Total of \_\_\_\_\_ forms are submitted.

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**STATEMENT UNDER 37 CFR 3.73(b)**

Applicant/Patent Owner: Robert Joyce et al.

Application No./Patent No./Control No.: 09/604,199 Filed/Issue Date: June 27, 2000

Entitled: SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT

Aspect Communications, a corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest  
The extent (by percentage) of its ownership interest is \_\_\_\_\_ %

in the patent application/patent identified above by virtue of either:

- A. ☒ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at 0010924, Frame 0974, or a true copy of the original is attached.

OR

- B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: \_\_\_\_\_ To: \_\_\_\_\_  
The document was recorded in the United States Patent and Trademark Office at  
Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.
2. From: \_\_\_\_\_ To: \_\_\_\_\_  
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- ☐ Additional documents in the chain of title are listed on a supplemental

As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

(NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

[Signature]  
Signature  
Gary Barnett  
Printed or Typed Name

March 13, 2006  
Date  
615. 221. 6815  
Telephone number

Chief Technology Officer  
Title

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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